



Technical Update GA-2010-04

October 12, 2010

NSLDS Ombudsman Organization Contact for Guaranty Agencies

This information is intended for the person in your organization who is responsible for working with the National Student Loan Data System (NSLDS). Please ensure the appropriate person receives this update.

Introduction

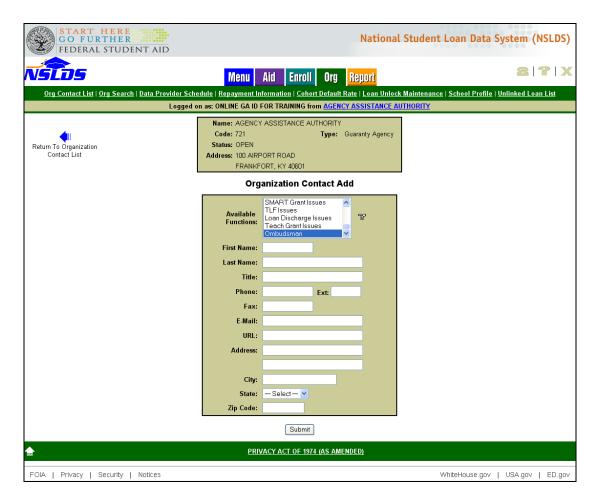
We recently enhanced functionality for the Organization Contact List on the <u>NSLDS</u> <u>Professional Access Web site</u> to allow Guaranty Agencies (GAs) and ED Servicers to add contact information for their Ombudsman. This new information will provide users of the <u>NSLDS Professional Access Web site</u> with a designated contact source focused on resolving borrower issues related to the student loan portfolio managed or supported by the GA or ED Servicer.

Organization Contact Add

The *Organization Contact Add* page has been updated to include the option to add Ombudsman contact information. Organization contacts reside on the Org tab, under the Org Contact List link. From the Org Contact List, click the "Add New Contact" button to display the Organization Contact Add Web page where you can select the Ombudsman function and enter contact information, including address, phone number, and e-mail address. Click the "Submit" button to save the updates. The information will then be displayed for other NSLDS Professional Access Web site users to view.

The sample below provides a view of the contact information available on this page.

830 First St. N.E., Washington, DC 20202 www.FederalStudentAid.ed.gov 1-800-4-FED-AID



Once the contact data has been submitted, the new contact will display on the Org Contact List.



If you have any questions, please contact the NSLDS Customer Support Center at 800/999-8219 or by e-mail at NSLDS@ed.gov.